

USPS Monthly PRC Report August 2018

The Postal Regulatory Commission referred 40 inquiries to the Postal Service in August 2018. Customers received responses on average within 7 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services **35** – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services **3**– i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures **2**– i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Customer can follow the steps below to inquire about the status of their missing package destined for a military address:

1. Follow this hyperlink:



<https://amps.usps.gov/jy2/frm.htm>

2. Select number 2 "To open a new mail inquiry, Click HERE"
3. Input the Class of Mail, Date of Mailing, and destination zip code.
4. If sufficient time has passed since mailing, the customer will then, Click on "Open New Mail Inquiry".
5. Customer will have to complete the mail inquiry form and Click on "Submit Mail Inquiry Card".